

# Radiance Medspa's Policies

*Offering Amazing Results Since 2006!*

## Appointment Policy

Arriving late will deprive you of valuable treatment time. To avoid delaying the next client, your treatment will end on time and you will be responsible for the full treatment cost. While we will make every effort to perform your entire treatment in the remaining scheduled time, we reserve the right to reschedule your appointment if we feel there is not enough time to give you quality treatment and not keep other clients waiting. Arriving more than 15 minutes late may result in cancellation of your appointment and the \$35 cancellation fee.

We encourage you to schedule at least two weeks in advance or upon checkout of a current service to reserve the most convenient time for your schedule.

## Cancellation Policy - As of June 1st, 2018

*To best serve YOU as well as our other clients:*

\*\* Please contact the medspa via phone, email, or text **AT LEAST** 24-48 hours prior to your scheduled appointment date and time to cancel an appointment.\*\*

For appointments lasting 15 minutes to under one hour, 24 hour notice is required to cancel. For appointments scheduled over one hour, 48 hours notice is required to cancel.

**Failure to cancel an appointment without a 24-48 hour notice or failure to show up (No Show)** for a scheduled appointment may result in an automatic fee of **\$35.00** per each hour your appointment is scheduled being charged to your Club Radiance account or the credit card on file. We require a credit card on file to make an appointment.

**Arriving late** will deprive you of valuable treatment time. To avoid delaying the next client, your treatment will end on time and you will be responsible for the full treatment cost. While we will make every effort to perform your entire treatment in the remaining scheduled time, we reserve the right to reschedule your appointment if we feel there is not enough time to give you quality treatment and not keep other clients waiting. Arriving more than 15 minutes late may result in cancellation of your appointment and the **\$35** cancellation fee.

**Any No Show or Cancellation Fees** on an account must be paid prior to scheduling another appointment.

**Clients who have prepaid for package deals** who are No Shows or have Late cancellations for their scheduled appointments will **automatically** be deducted the cancellation fee from the package balance and must pay the balance in order to continue treatment.

**By scheduling an appointment, you are agreeing to our cancellation policy.**

**\*\*Please understand we value our time with each client and specifically reserve a staff member, a room and equipment just for you. We never double book to ensure that each client receives a relaxing and individualized treatment.\*\***

***We thank you for your cooperation and understanding.***

### **Gift Certificate & Gift Card Policy**

Gift Certificates and Gift Cards are non-refundable and cannot be redeemed for cash or gratuities.

### **Payment/Return/Refund Policies**

Payment for all individual treatments is due at the time of treatment, and all packages/pre-paid services must be paid in full at the time of purchase unless otherwise agreed upon.

After 7 calendar days from purchase or after initiation of a treatment package, whichever comes first, packages/pre-pays are non-refundable. Any unused portion of a package/pre-pays may be eligible for store credit towards other procedures/products/Gift Cards within one calendar year from your original purchase.

We do not offer refunds on services rendered. Aesthetic results are quite variable from person to person and while we do our best to achieve the desired outcome it cannot always be guaranteed. Clients are responsible for further treatments needed to achieve further results.

Products: We do not offer refunds on products purchased. Products may be returned for in-store credit within 14 days from the date of purchase when there is a documented adverse reaction to the product. Defective products (i.e., a broken pump) may be exchanged within 14 days for the same product only.

If a client is eligible for a refund and they paid by credit card there will be a minimal credit card processing fee of 6% deducted from the refund amount. If original form of payment was cash, Radiance Medspa will issue a check. This must be done in person.

### **Treatment Outcomes**

We will be honest in all our dealings with you as our trusted client. Aesthetics is not an exact science and how you may respond to a given treatment will vary from person to person. It is virtually impossible to predict results and therefore payments made for services are for treatments to be performed – not for a specific result. However, we always strive to achieve the absolute best result that we can for you.

Thank you for allowing us to serve you!

## **Prices & Promotions**

We are committed to continuously expanding our services to ensure we bring you the latest and greatest technology. Although we make every effort to keep our website, Facebook, and spa menu updated accordingly, please note that prices, services, and products are subject to change at any time without notice. Special offers and discounts may not be combined. When presented with more than one discount opportunity, we will automatically give clients the discount of greater value at the time of purchase.

All prices are subject to change without notice.

## **Gratuities**

Gratuities are at your discretion and are not expected but are always appreciated by our technicians. What you choose to give depends on your level of satisfaction and is not a percentage of your treatment cost.

## **Referral Policy**

Refer a New Client to our practice and receive a \$50 credit towards any service on your account after the New Client's first treatment over \$175 is complete. You must use your credit within one year. There is no cash value associated with this credit to your account as it will only be applied toward a service.

## **Treatment Expiration**

Service packages and pre-paid treatments (except Laser Hair Removal) must be used within 18 months of the date of purchase or they will expire. Laser Hair Removal packages must be used within 24 months of date of purchase or they will expire.

## **Personal Belongings**

Personal belonging are the full responsibility of the spa guest and should be kept in your possession at all times. Radiance Medspa is not responsible for lost or damaged items.

## **Practice-Patient Relationship**

We love our clients but sometimes we have to reserve the right to refuse service at any time, to anyone, for any reason.

## **Full Disclosure**

Our #1 goal is for you to be happy with our service and to love the results you achieve. We believe in full disclosure, which means we strive to ensure that you understand the treatments you receive and the risks and benefits associated with each of them. With this in mind, please be assured that our team will only recommend treatments and products that will benefit you specifically, and which are medically appropriate for you. If you have any questions, at any time, please ask! We are here to help!